PASBA
The AMEDD's Link To Quality Information For Effective Management

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Dimensions of Performance in Medical Records Review

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Improving Organizational Performance

Performance is what is done and how well it done

Characteristics of what is done and how well it is done are called dimensions of performance

Doing the Right Thing

- **The EFFICACY of the plan in relation to the problem**
  - **The degree to which the processes have been shown to accomplish the desired or projected outcome(s)**
- **The APPROPRIATENESS of a specific process to address the needs of the client**
  - **The degree to which the processes are relevant to the needs of the client, given the stated problem**

Doing the Right Thing Well

- **The AVAILABILITY of the plan or process to the client who needs it**
  - **The degree to which appropriate processes are available to the needs of the client**
- **The TIMELINESS of the plan or process**
  - **The degree to which processes are provided at the most beneficial or necessary time**

Doing the Right Thing Well

- **The EFFECTIVENESS of the plan provided**
  - **The degree to which the plan or processes are provided in the correct manner given the current problem, to achieve an expected outcome**
- **The CONTINUITY of the plan with respect to staff over time**
  - **The degree of coordination over time**

Doing the Right Thing Well

- **The SAFETY included in the plan**
  - **The degree to which risk is reduced for all**
- **The EFFICIENCY with which the processes are undertaken**
  - **The relationship between the outcomes and the process resources used**
- **The RESPECT and CARING included in the plan**
  - **The degree of sensitivity and respect**
  - **The degree to which the client is involved in the problem solving**

SUMMARY

- The degree to which an organization does the right things and does them well is influenced strongly by its design and operation of the factors described
- The effect of an organization's performance of these factors is reflected in the outcomes and data quality metrics

How to Apply It

- Start with any leadership challenge
- Establish a planned, systematic, organization-wide approach to process design and performance analysis and improvement
- Plan for an interdisciplinary team
- Establish expectations and roles for new or modified processes
- Establish data items to collect and monitor

Reality Testing

- Is the process consistent with the organization's mission, vision or values?
- What do the staff expect from the process and how do they think it should work?
- What do other reliable experts say?
- Is newer technology available?
- What information is available about similar processes to benefit the design?

Examples

- The way medical records flow from the clinic, through chart assembly, back to the coder for timely coding IAW the DQMC program metrics
- The way medical records are audited and information is disseminated to the clinic staff in an innovative process
- Just maximizing the existing Medical Records Review Committee

Medical Records Review Committee

- Designed to assure the clinical pertinence, quality of documentation, and timeliness on a monthly or quarterly basis
- Include high-volume diagnoses and procedures and patients who undergo high risk procedures
- Medical Staff function in cooperation with nursing, PAD, other departments or services

Ethics of Coding

Coders should remember that, as professionals, you have an obligation to follow established coding rules and regulations and code only what is documented in the record

Coding is done for many purposes, not just reimbursement, and should provide quality data for these purposes

QUESTIONS

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